



PREPARING FOR ANNUAL INSPECTIONS

BEST PRACTICES

HOW DO YOU FEEL ABOUT ANNUAL INSPECTIONS?



OR



ATTITUDE

A successful annual inspection starts with the proper attitude.

This is the *most common error* I find across the board.

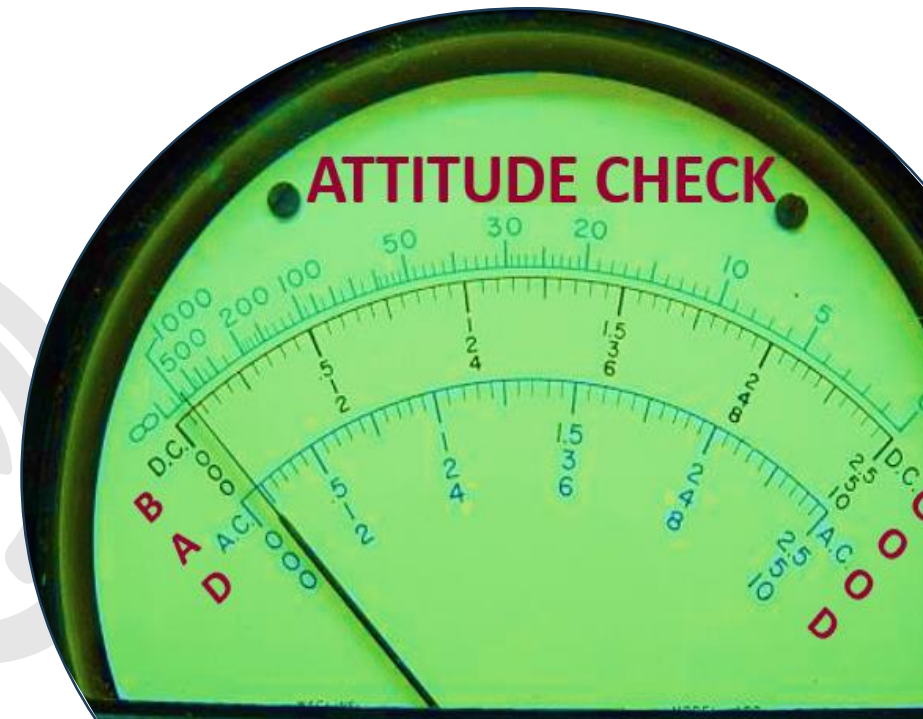


ATTITUDE

4

“I can either be your friend, or your enemy; which one do you want me to be during this inspection?”

- Lets not see this as an adversarial relationship, lets view this as a **partnership**.
- Let's conduct things professionally and with **respect** for each other's roles.
- This will result in **efficiency**, so everyone can get back to the daily tasks we are responsible for.
- Above all, be open, **honest**, and take responsibility!



ACHIEVEMENT

A successful annual inspection must have a predetermined outcome.

What do you as the Operator want to get out of the inspection?



ACHIEVEMENT

- Most Operators *think* the purpose of the annual inspection is to pass.
- Instead, it should be about **education**.
- Learning what can be done to make the system better.
- Sharing with the PSC best practices that can be used in other systems.



ACTIONS

These are some practical steps you can take to make the inspection a success.



ACTIONS



PLAN AHEAD

Don't wait until the month before the inspection to start getting ready.

“The day to start getting ready for next year’s inspection is the day after I leave this inspection.”



TYPE YOUR RECORDS

If possible.

Or at least re-write them. While it takes time, it will benefit you if ever used in a proceeding. Remember 10 years is a long time to remember details.

ACTIONS (CONT.)



REVIEW YOUR RECORDS

During an inspection is not the time to suddenly **discover** something was not recorded or is illegible or the number of days maximum was exceeded.



INDEX ITEMS

I have found that an index of regulations, in each compliance manual, **helps** to find the section the inspector wants to verify language on.

ACTIONS (MORE TO DO...)



KNOW YOUR RECORDS

If the person in the room is not familiar with the records it makes it **difficult** to answer questions on anomalies or noticeable changes.



STAGE ITEMS BEFORE

It makes no sense to have to get up from the table, several times, to go **looking** for a record that should already be in the room ready to review.

ACTIONS (STILL?)



DO A PRE-INSPECTION

Try to view the process through the inspectors lenses.

Like an internal audit or mystery shopper.



USE YOUR RESOURCES

- Another associate
- Another operator
- ANGA and others
 - An inspector
 - A consultant
- An inspection form

ADVICE

How can you **train** the others on the annual inspection process?



ADVICE



- Those in attendance should not just be senior officers. We have to **train** next generation (millennials...)!
- All new associates should understand the **importance** of their compliance and record completion.
- Include City Manager/Mayor at least in intro and **exit interviews**.



WHY NOT INVOLVE NEW ASSOCIATES IN THE PROCESS

ADVICE (AS IF YOU NEEDED IT?)

- Remember it is okay to be **wrong**.
- Remember it is okay to be **right**.
- We just cannot be *adversarial*.

Some items have no regulations that dictate how an Operator complies. The Operator should at least *consider* the preference of the GPS staff when determining the way it will handle a procedure.



IMPROVE
SUCCESS
TRAINING
MOTIVATE
WORK
INSPIRE

ADVICE (MORE GOOD THOUGHTS)

PROVEN TIPS - OFTEN FORGOTTEN



- Be upfront and honest
- Take responsibility
- Take good notes
- Communicate and follow up
- Be flexible



OUR SERVICES



COMPLIANCE MANUALS

Energy Vision writes and updates:

- Operation & Maintenance
- Operating Procedures
- Integrity Management Plan
- Public Awareness Program
- Drug & Alcohol Abuse Program
- Damage Prevention Plan
- Emergency / Security Plan



INSPECTION ASSISTANCE

Energy Vision strives to attend the annual inspection, helping answer questions on manuals we compile.

EV can conduct pre-inspection audits and training as well.



GAS SUPPLY MANAGEMENT

From procurement RFPs to daily scheduling. EV also conducts rate studies, calculates WACOG/PGA rates to charge customers and writes and manages transportation programs for utilities.



PRICE RISK MANAGEMENT

Energy Vision is a Commodity Trading Advisor (CTA) registered with the National Futures Association (NFA). We assist clients in price stability plans that remove emotional decisions and instill systematic confidence.



THANK YOU



ESHEFFIELD@ENERGYVISION.NET



WWW.ENERGYVISION.NET



352.332.8097